



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending September 30, 2011**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,203.62	\$1,962.50	\$1,354.73	\$4,520.85
B. Number of credits issued for repairs - 24 - 48 hours	107	160	90	357
C. Number of credits issued for repairs - 48 - 72 hours	39	50	29	118
D. Number of credits issued for repairs - 72 - 96 hours	3	10	9	22
E. Number of credits issued for repairs - 96 - 120 hours	5	7	1	13
F. Number of credits issued for repairs > 120 hours	3	7	6	16
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$50.00	\$50.00	\$0.00	\$100.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	1	1	0	2
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$12,800.00	\$11,550.00	\$8,750.00	\$33,100.00
B. Number of customers receiving credits	256	231	175	662
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**